

# KNOW WHERE TO GO

For the best and fastest care.

As the world of healthcare continues to change, your options for where to get care continue to grow. Get familiar with your options now, before you need care. They could help you save time and money:

- 24/7 Nurse Line
- Telehealth Services
- Primary Care Doctor
- Retail Clinic
- Urgent Care Center
- Emergency Room

Turn over for more information on all of these care options.



**FOR A MEDICAL EMERGENCY, CALL 911  
OR GO TO THE NEAREST EMERGENCY ROOM.**

Some situations require immediate care—do not hesitate to seek it in true emergencies such as **difficulty breathing, poisoning or possible heart attack**. In less serious situations there are options that could help you get the care you need faster.



Find out which doctors and urgent care centers are in our Preferred network at [fepblue.org/provider](https://fepblue.org/provider) or download our **fepblue** app.



**MY PRIMARY  
CARE DOCTOR**

Tel. \_\_\_\_\_

Name \_\_\_\_\_



**NEAREST  
RETAIL CLINIC**

Tel. \_\_\_\_\_

Address \_\_\_\_\_



**NEAREST  
URGENT CARE**

Tel. \_\_\_\_\_

Address \_\_\_\_\_



**NEAREST ER**

Tel. **911** \_\_\_\_\_

Address \_\_\_\_\_



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# ACT-FAST CARE GUIDE



## SEEKING ADVICE

24/7 Nurse Line



## WANT CARE QUICKLY

Telehealth Services



## NEED CARE TODAY

Primary Care Doctor



## NEED CARE SOON

Retail Clinic



## NEED CARE NOW

Urgent Care Center



## EMERGENCY

911 or Nearest ER

General questions about health issues or where to go for care	Treatment for minor illnesses and injuries	Diagnosis & treatment of illness, chronic conditions, routine checkups	Health screenings, vaccinations, minor illness or injury	Non-life-threatening illness or injury that requires immediate care	Life-threatening illness or injury (chest pain, signs of stroke, difficulty breathing/moving)
Available by phone at <b>1-888-258-3432</b> or online at <b>fepblue.org/myblue</b>	Visit <b>fepblue.org/telehealth</b> or call <b>1-855-636-1579</b>	Call your doctor's office for an appointment	Walk-in appointments at a clinic in your nearby pharmacy	Walk-in appointments with shorter wait times than the ER	Immediately call 911 or go to your nearest ER
Our registered nurses are <b>available 24/7</b> by phone, online chat and email	<b>Board-certified doctors available 24/7</b> via phone, video or the Teladoc® app	Many offer <b>night &amp; weekend</b> hours & 24-hour phone lines	Often open <b>nights &amp; weekends</b>	<b>Open 7 days</b> a week, often with evening hours	<b>Open 24/7</b>
Included with your membership at <b>no cost</b>	<b>All members receive their first two visits free.</b> After your first two visits, you pay: <b>Standard Option/ FEP Blue Focus: \$10</b> <b>Basic Option: \$15</b>  <i>Telehealth behavioral health therapists are available 7 a.m. to 9 p.m. local time.</i>	<b>Standard Option: \$25</b> <b>Basic Option: \$30</b> <b>FEP Blue Focus: \$10</b> each for first 10 combined professional service visits	<b>Standard Option: \$25</b> <b>Basic Option: \$30</b> <b>FEP Blue Focus: \$10</b> each for first 10 combined professional service visits	<b>Standard Option: \$30</b> <b>Basic Option: \$35</b> <b>FEP Blue Focus: \$25</b>	<b>Standard Option: 15%</b> of our allowance* <b>Basic Option: \$125</b> per day <b>FEP Blue Focus: 30%</b> of our allowance* <b>Ground Ambulance Transportation: \$100</b> per day for Standard & Basic Option; <b>30%</b> of our allowance for FEP Blue Focus

\*The calendar year deductible applies in this situation. Standard Option: \$350 per person or \$700 per family. FEP Blue Focus: \$500 per person or \$1,000 per family. Basic Option does not have a calendar year deductible.

The information in this document does not replace the advice of a healthcare provider. You should speak to your provider about any specific health concerns.

This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the Plan's Federal brochures (Standard Option and Basic Option: RI 71-005; FEP Blue Focus: RI 71-017). All benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochure.

The Blue Cross and Blue Shield Service Benefit Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Para obtener asistencia en español, llame al servicio de atención al cliente al número que aparece en su tarjeta de identificación.

請撥打您ID卡上的客服號碼以尋求中文協助。